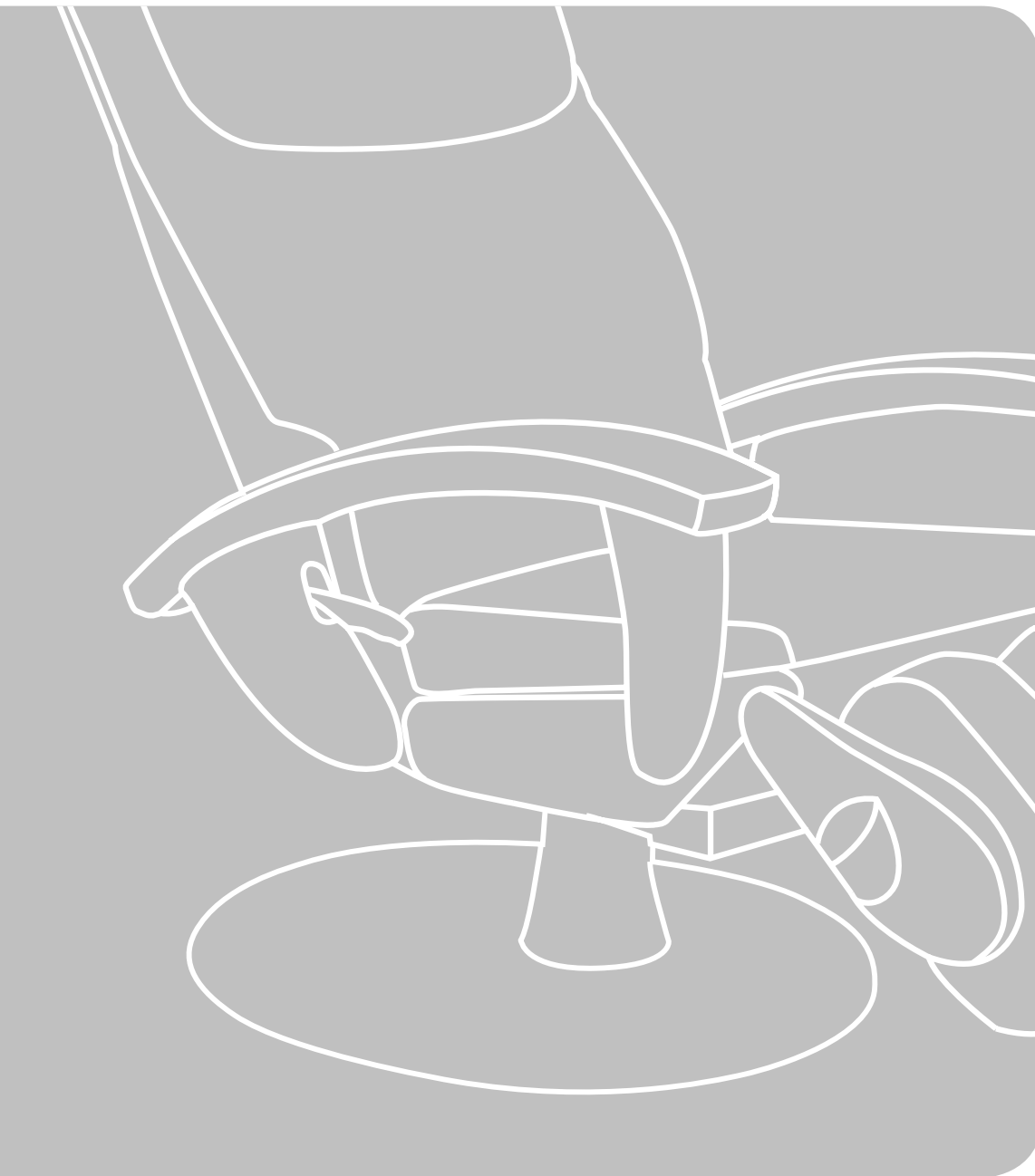


troubleshooting guide

ht<sup>102</sup>



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**Please forward any questions or comments regarding this Troubleshooting Guide to  
documentation@humantouch.com.**

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# HT-102 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-102 customer issues. It is important to follow these steps carefully, to ensure that the problem is diagnosed correctly, and therefore the appropriate repair action is taken.

## Getting Started

1. Turn the power switch on the back of the chair to Off, wait approximately five seconds, then turn it back On.
2. Wait 30 seconds while a system check is performed, then verify that the problem still exists.
3. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue:	Do The Following:
<b>There is no movement on the chair when I power it on</b>	The backrest massage mechanism and the foot and calf massager paddles should move when you power on the chair. If they do not, see <a href="#">"Power" on page 2</a> .
<b>My remote control is not working properly</b>	See <a href="#">"Remote" on page 2</a> .
<b>My chair is not massaging properly</b>	If the Kneading, Percussion, Compression or Rolling functions are not working, replace the backrest.
<b>My foot and calf massager is not working properly</b>	See <a href="#">"Foot and Calf Massager" on page 3</a> .
<b>My chair won't recline/incline</b>	Make sure you are pressing and holding the recline/incline button for at least five seconds; it can take several seconds to activate the motor.  If this does not solve the problem, replace the backrest actuator.

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## Power

### Step 1: Check the power cord.

Verify that the power cord connection to the power panel is secure, and that the cord is not damaged. If the power cord is damaged, replace the backrest cover.

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**IMPORTANT**

Be sure to note the serial number on the back of the backrest cover. Once the backrest cover is replaced, the chair will no longer contain the serial number.

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### Step 2: Check the wall outlet.

Plug a different device into the AC outlet into which the chair is plugged. If the device does not work (is not receiving power), the AC outlet is most likely not working. Plug the chair into a different AC outlet to verify that it receives power.

### Step 3: If the chair is still not receiving power, replace the backrest.

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**IMPORTANT**

Be sure to note the serial number on the backrest cover. Once the backrest is replaced, the chair will no longer contain the serial number.

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## Remote

### If one or more remote control LEDs do not light when you push the corresponding button, but the function the button controls works properly:

The remote control is not working properly. Verify that the remote control cable connection to the backrest cover is secure. If that does not solve the problem, replace the remote.

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**If the remote control LED lights but the function it controls is not working properly:**

The problem is most likely in the function controlled by the remote, not in the remote itself. If the function that is not working is in the backrest, replace the backrest. If the function that is not working is in the foot and calf massager, replace the foot and calf massager.

## **Foot and Calf Massager**

**If the foot and calf massager hesitates when changing directions:**

This is due to the gears shifting, and is perfectly normal.

**If the foot and calf massager will not raise or lower:**

Do one of the following:

- If there is tension on the footrest lever when you pull up on the lever, the footrest deployment cylinder is not working properly. Replace the footrest deployment cylinder.
- If there is no tension on the footrest lever when you pull up on it, and the footrest cable is broken/detached on either end, replace the footrest deployment cable.

**If the foot and calf massager massages only on one side:**

Replace the foot and calf massager.

**If when you press the foot and calf massager button on the remote control the foot and calf massager paddles do not move and all foot and calf massager LEDs are all flashing:**

Replace the foot and calf massager.

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